

OFFICE AUTOMATION ASSISTANT
GS-0326-05

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). This position performs office automation assignments to provide general office clerical support.

II. MAJOR DUTIES AND RESPONSIBILITIES

Edits and reformats electronic drafts of documents that often require graphics and tables. Transmits and receives documents through networked computers or using floppy disks. Proofreads materials to ensure conformance with office standards.

Creates macros to simplify and expedite assignments and provides instructions on their use to others in the office. Develops training aids for use by office members and provides them with hands-on-training.

Proposes alternative formats or stylistic changes in format that might result in more effective instructional materials. Incorporates these features into actual materials on a trial basis and evaluates them with the assistance of others in the office.

Performs troubleshooting of system and/or software problems encountered by coworkers, using a variety of diagnostic approaches. Determines which deficiencies cannot be corrected internally and refers them to the office's automation liaison or the systems support representative.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-3	350 pts.
---	--------	----------

Knowledge of word processing, desktop publishing, graphic software, and/or specialized software tools to produce a wide variety of documents. A knowledge of office automation systems to use several types of software for various office needs and of the operating procedures and protocols of the various personal computers. A knowledge of hardware components may include personal computers, networked computers, plotters, scanners, and printers to perform troubleshooting of minor system and software problems. Knowledge of spelling, grammar, punctuation, and capitalization. Skill as a qualified typist is required.

Factor 2 - Supervisory Controls	FL 2-3	275 pts.
---------------------------------	--------	----------

The supervisor provides overall instructions and priorities. The incumbent receives instructions from supervisor and/or office specialists on specific application or interpretation of new regulations and

policies. The incumbent independently plans and performs familiar office automation assignments. The incumbent also exercises initiative when resolving problems encountered. The incumbent works independently to plan and complete assignments. Work products are occasionally spot-checked for accuracy. The work methods used usually are not reviewed. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines

FL 3-2

125 pts.

Work is performed in accordance with a variety of established office procedures, requirements, software manuals and tutorials, and references making minor deviations to adapt the guidelines to specific cases. The incumbent decides which is appropriate for desired results. Guidance is provided for unusual situations.

Factor 4 - Complexity

FL 4-3

150 pts.

The work involves a variety of automated and clerical processes and methods. The incumbent decides what needs to be done and how to accomplish it based on the specific project, knowledge of the priorities, policies, commitments, and objectives of the office and an understanding of the automated processes and software requirements and capabilities inherent in the work. Is responsible for several concurrent projects.

Factor 5 - Scope and Effect

FL 5-1

25 pts.

The purpose of the work is to perform specific, recurring tasks required to maintain electronic records, or produce a variety of clerical activities in support of individuals within the organizational unit. The services and work performed facilitate the work of the originators of the material.

Factors 6/7 - Personal Contacts/Purpose of Contacts Level 2.a. 45 pts.

Personal contacts are with employees at various levels throughout the operating unit. Contacts are for receiving assignments and instructions, discussing additions or revisions, receiving or giving information, or clarifying terminology.

Factor 8 - Physical Demands

FL 8-1

5 pts.

The work is primarily sedentary, requiring no special physical demands.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in a typical office setting.

TOTAL = 980 pts.

IV. UNIQUE POSITION REQUIREMENTS